

Flexibilities during the COVID-19 pandemic

The following are temporary changes in response to the COVID19 pandemic.

The Centers for Medicare and Medicaid approved Washington state's request to be flexible with provider requirements and service delivery for clients. The flexibilities allow better supports and services for DDA clients.

Flexibilities for providers and client services

Long-term care workers will receive more time to complete basic training, continuing education courses, and home care aide certification. Also, all providers will receive more time to get an FBI fingerprint background check.

New Flexibility for Clients	For Example	How can this work for you?
Person-centered service plans and assessments will receive more time to be completed.	Anaya needs more time to complete her assessment because her legal representative is sick and cannot participate in an assessment right now. Her case manager will reschedule her assessment for when everyone is healthy and able to participate.	DDA may postpone an assessment if you are unable to participate because of COVID-19.
Service authorizations to remain open longer so that case managers can complete the assessment.	Anaya's annual assessment will be late because her legal representative is sick, but she has services that expire this month when her assessment is due. Her case manager will leave her previous services in place until a new assessment can be completed.	DDA may continue to authorize services until a new assessment can be completed.
Personal care tasks delivered by phone or video.	Luke has a compromised immune system and would like to keep physical distance from other people. He needs verbal cues to remind him to take his medications. Luke's provider calls him every morning to take his medications.	DDA can authorize personal care services to be provided over the phone or through an audio/visual medium when you and your provider agree that the support you rely on can be done remotely.
With prior approval, other types of providers may offer remote services.	Kenny would like to avoid being around other people when possible to prevent COVID exposure. Kenny's community guide provider used to help him learn how to read the bus schedule on the bus stop signs. Now, Kenny's provider uses Zoom so he can practice reading the bus schedule remotely.	DDA can authorize many services to be provided over the phone or through an audio/visual medium when you and your provider agree that the support you rely on can be done remotely.

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New Flexibility for Clients	For Example	How can this work for you?
Waiver transportation may be provided to take a client to a non-waiver service.	Tanya's mom believes she was exposed to COVID-19 during a grocery shopping trip so calls her mom and asks if Tanya can stay with her for 14 days while mom monitors her health. Tanya's provider is paid waiver transportation to drive Tanya to her grandmother's house.	DDA can authorize waiver transportation (mileage reimbursement) if transportation is needed to a non-waiver service.
Basic Plus, Core and Children's Intensive In-home Behavioral Support waivers can have more respite hours if the client or primary caregiver is impacted by COVID-19.	Joey's primary caregiver is providing more care than usual and is more stressed balancing work from home and caregiving because of the stay home, stay healthy order. DDA approved some extra hours through the COVID-19 emergency to give the primary caregiver a break.	When COVID-19 has impacted your primary caregiver's ability to care for you, you may request some extra respite hours for your provider so your caregiver can get an extra break.
Out-of-state for more than 30 days or more respite hours is determined on a case-by-case basis and with prior approval.	Maggie's dad is her primary caregiver. Her grandpa, who lives in Kansas, doesn't have the help he used to because of COVID-19 so Maggie and her dad need to go stay with grandpa for a couple of months. DDA approved respite out of state for 60 days so Maggie's respite provider can go with them.	If you need to go out of state because of COVID-19 and need a respite provider with you, DDA may approve more than 30 respite days for you.
Waiver aggregate funding limits can be extended.	Daisy is on the IFS waiver and she is having a hard time getting used to her new schedule and being home so much. She needs her behavior support provider to check in with her a little bit more to help her cope. DDA approved some extra funding so she could meet with her behavior support provider more during the stay at home, stay healthy order.	You may be approved additional funding if your current budget cannot support you through the COVID-19 crisis.

Community First Choice Information

Clients will also receive a special COVID-19 edition of the Wellness Education.

The requirement for out-of-state providers to be licensed in Washington will temporarily be waived if they are licensed by another state Medicaid agency or Medicare.

DDA Home and Community Based Service Waivers Information

Specialized medical equipment may cover items related to health and safety related to COVID-19, such as hand sanitizer for the DDA client.

Community guide or community engagement services and staff/family consultation can be provided to more than one client at a time with a rate reduction.

Providers trained in emergency preparedness can provide family consultation support.